

New Hampshire State Library



LSTA 5-Year Plan 2002 - 2007

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Institute of Museum & Library Services

Michael York, State Librarian
Janet Eklund, LSTA Coordinator

New Hampshire State Library
20 Park Street
Concord, NH 03301

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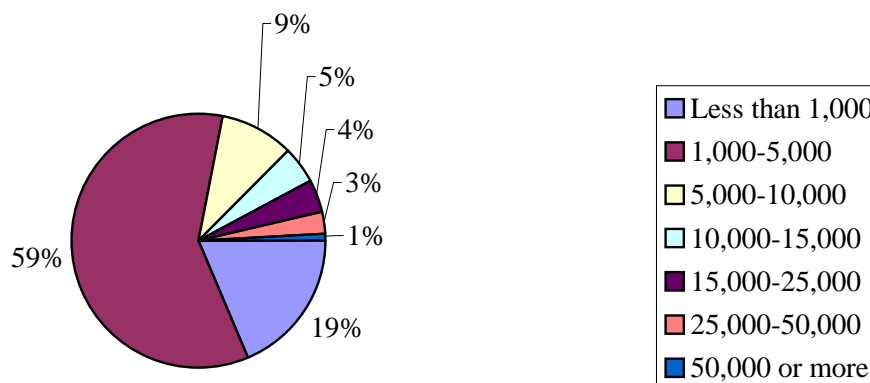
New Hampshire State Library Mission

The New Hampshire State Library enriches the lives of the people of New Hampshire by preserving and sharing the literary, cultural and historic heritage of the state, providing leadership to the state's libraries, ensuring equal access to information for all, supporting the development of public policy and promoting the joy of reading and lifelong learning.

Overview of New Hampshire Demographics

New Hampshire's population can be characterized as overwhelmingly white, affluent and well educated. Recent reports reveal that New Hampshire has the lowest level of poverty among the states and is the sixth wealthiest state based on median household income. The New Hampshire State Library helps address its citizens' need for skills relating to finding, evaluating and using information effectively. According to 2002 New Hampshire public library statistics, one out of three New Hampshire citizens used the library during 2001. One in 20 visited their local library electronically. In a predominantly rural state where 59% of its communities have a population between 1,000 – 5,000 people, it is so crucial that New Hampshire's libraries be fully equipped to deliver the benefits of information technologies and to convey the riches of our past to all our citizens. The New Hampshire State Library exists (1) to ensure access to quality library service for New Hampshire's libraries, (2) to help libraries enter the 21st century strong enough to nurture the human intellect in a new and complex age, and (3) to enable all people in New Hampshire to reach their full potential.

NH Community Populations



Source: New Hampshire Office of State Planning, < www.state.nh.us/osp >

Selected New Hampshire Demographics

		Ranking (out of 51)*
Population	1,235,786	41
Projection 2005	1,306,637	
Projection 2010	1,358,746	
Population classified as youth	28%	35
Population classified as elderly	11.9%	37
Percent of people living below poverty	6.1%	51
High School Graduates or higher (older than age 25)	84%	27
Bachelor's Degree or higher (older than age 25)	30%	8
Median Household Income	\$49,509	6
Per Capita Income	\$30,905	9
Population increase (1990-2000)	126,537	38
Population Percentage Increase	11.4%	22
Population living inside a metropolitan area	59%	34
Population per square mile	132	19
Annual unemployment rate	2.9%	48

*Ranking of number 1 is the highest percentage amount, percentage, dollars, etc. and #51 is the lowest percentage amount, percentage, dollars, etc.

Source: U.S. Bureau of the Census, 2000 and NH Office of State Planning < www.state.nh.us/osp >

Needs Assessment and Goals

The oldest and first tax supported library in the United States is in Peterborough, New Hampshire and dates from 1842. The newest public library in the state was established in Madbury, New Hampshire in 2000, clearly showing that the imminent death of the public library in New Hampshire is greatly exaggerated. Each of the public libraries in our 234 communities is independent. Library trustees total over 1,200. The range of services varies widely based primarily on the resources available to the library. The overwhelming majority of funds for public libraries come from the town or city. State aid to local libraries translates into statewide services and competitive grants using LSTA funds administered by the New Hampshire State Library.

The New Hampshire State Library is key to much of the success of the efforts of libraries in the state. In a very real sense, the State Library plays a vital leadership role in providing library services for citizens of New Hampshire. In preparation for the development of this plan, the State Library conducted four focus groups throughout the state during 2001. The goal of the focus groups was to study the needs of its users and of library services that would address those needs. Issues were discussed involving all types of libraries. In 2002 the State

Library completed an evaluation of LSTA usage in New Hampshire for the years 1997-2002. The New Hampshire State Library's evaluation of its Five-Year Plan revealed that statewide LSTA initiatives have had great impact. As a result of the needs identified in its strategic planning activities in 2000 and the findings of the evaluation of its first Five-Year Plan in 2001, the State Library has identified six broad "strategic directions" as a foundation to guide its work. These strategies form the basis of three overarching goals, which when realized will enhance library and information services benefits to all New Hampshire libraries. This strategy remains consistent with the goals of the federal Library Services and Technology Act and builds on a long and esteemed tradition of excellence and dedicated service to people in New Hampshire.

In striving to respond to the diverse needs of new generation of library users, the State Library must provide more assistance to libraries in the areas of:

1. Access, training and education in new technologies
2. Improvements to the Statewide Interlibrary Loan network supported by automation and statewide delivery service
3. Preservation of New Hampshire's cultural and historic heritage
4. Improve literacy through public libraries with the promotion and advocacy of early childhood literacy
5. Greater access to library services for people who have difficulty using a library and who live in rural communities.
6. Stimulating innovation and adding value to local library services

Goals and Objectives

Goal #1: Use technology in innovative ways while dramatically expanding and improving access to library resources.

Building on a program begun in 1982, the State Library in collaboration with New Hampshire's 241 public libraries, 408 school libraries, 32 academic libraries and 64 special libraries will provide all residents with access to information using the latest technology. Developing online content and sharing technology resources will ensure that all New Hampshire residents have access to library information services and the Internet regardless of geographic location or economic circumstance. A heavy reliance on local funding to public libraries and the lack of direct financial state support has caused an imbalance in the level of public access computing throughout New Hampshire. Hence the public libraries in the more populated southern tier of the state may be in a better position to address technology needs than those located in the less affluent northern communities.

87% of public libraries in New Hampshire serve a population of less than 10,000. 93% serve a population of less than 25,000. 99% serve a population of 25,000 and under. Many of these public libraries have acquisitions budgets of less than \$10,000. New Hampshire libraries have always shared their resources with their neighbors. Interlibrary loans between New Hampshire libraries in 2001 totaled 144,145, and 149,120 items were delivered using the State Library van service. Because the vast majority of public libraries in New Hampshire do not have the resources to manage a cooperative system, the State Library is the only institution capable of organizing and sustaining such an online system.

New Hampshire has a population of approximately 90,000 persons with disabilities. These range from severe to mild. Currently the Library Services to Persons with Disabilities Section of the New Hampshire State library serves approximately 2,000 patrons by providing “talking books” and large print books. The greatest numbers of handicapped persons are 65+ years. As the population ages, the number of people needing services from the State Library’s Handicapped Section will increase. In its census brief CENBR 974 <www.census.gov/prod/3/97/pub/cenbr975.pdf>, the U.S. Commerce Department states that 20% of all Americans suffer from some form of disability and makes it clear that the percentage of the disabled population will increase as the population ages. The National Library Service of the Library of Congress predicts that it will have established a digital format for its “talking books” by the year 2004.

New Hampshire’s statewide database licensing program called NHewLink provides access to a comprehensive array of online databases to New Hampshire residents through their public libraries. 165 public libraries currently take part in the program in addition to over 600 school libraries also accessing the full-text databases. We have also expanded the services to 12 health science libraries. New Hampshire citizens can access the databases from their public libraries or from home. Initially using LSTA funds as seed money, the program is now funded through a combination of federal and state money. The State Library’s Electronic and Government Information Resources Section has negotiated favorable contracts to increase the offerings and increase the number of libraries eligible to take advantage of the program.

Besides the natural sprit of sharing in New Hampshire, the backbone of library cooperation is the State Library sustained New Hampshire Union Public Access Catalog (NHU-PAC). The catalog has its roots in the Union Card Catalog established in 1934 at the New Hampshire State Library. In 1982 the move to automate this process began with the Avatar system. In 2002 the New Hampshire State library signed a contract with epixtech Corporation to purchase a third generation online union catalog. Current holdings for the union catalog exceed 1,900,000 titles. The advances in library automation have made the significant improvements in resource sharing and interlibrary cooperation possible.

Objective 1: Provide access to digital collections for all New Hampshire libraries

- 1.1 Maintain a telecommunications network of sufficient capacity to provide connectivity to State Library resources
- 1.2 Upgrade, then sustain the statewide union catalog database (NHU-PAC)
- 1.3 Assist libraries in creating electronic bibliographic records for use in NHU-PAC as well as local library system(s)
- 1.4 Encourage all libraries to add their holding to the New Hampshire Union Catalog and to share resources with other libraries
- 1.5 Establish an original cataloging service for libraries within the Network Services Section
- 1.6 Develop a robust electronic document delivery system for libraries to share resources by meeting Interlibrary Loan ISO standards and subscribing to services such as Article Express and/or Ariel
- 1.7 Offer grants and technical assistance to enable libraries to acquire high bandwidth telecommunications networks
- 1.8 Provide advisory and consulting services to enable all types of libraries to plan for services that meet constituent needs

- 1.9 Purchase access to digital full-text products for all New Hampshire libraries with statewide licensing whenever possible at no direct cost to the partner libraries
- 1.10 Pursue a “Virtual Reference Demonstration Project” that encompasses quality content, management and planning

Objective 2: Provide access to New Hampshire state documents electronically

- 2.1 Enhance Webster, www.state.nh.us, the citizen portal to state government resources available on the Internet
 - 2.1.1 Develop and maintain a government information locator service (GILS)
 - 2.1.2 Establish a permanent retention and archival program for electronic state documents.
 - 2.1.3 Implement an accessibility initiative to make Webster available to persons with disabilities
- 2.2 Develop finding tools to access electronic state government documents and information resources
- 2.3 Provide leadership to New Hampshire state government agencies relative to dissemination and retrieval tools for electronic resources
- 2.4 Establish free and open access to state government information to contribute to a strong democracy

Objective 3: Increase public access to unique community and historical collections through preservation of New Hampshire’s paper-based collections using digitizing technology.

- 3.1 Encourage statewide and regional coordination of preservation and digitization activities
- 3.2 Initiate the transition in New Hampshire from a paper-based information to a digital public information infrastructure
- 3.3 Utilize OCLC’s digital and preservation resources to digitize State Library newspaper, historical and legislative collections
- 3.4 Establish digitization policy, determine digitization standards and identify priority digitization activities

Objective 4: Ensure delivery of library services and resources to meet the needs of all people in New Hampshire

- 4.1 Provide greater access to library services to persons with disabilities by offering assistance and technical support for installation of assistive technologies
- 4.2 Improve patron satisfaction and interlibrary loan efficiency by supporting a statewide delivery service
- 4.3 Assist libraries who cannot afford technology and those who are slow to adopt technology
- 4.4 Implement an incentive program for libraries that participate in Interlibrary Loan that will be based on a lending formula
- 4.5 Investigate establishing a special services section within the State Library to address library services and resources to senior populations
- 4.6 Revise the statewide interlibrary loan network, which includes agreements and protocols for lending and borrowing

Goal #2: Raise the status of public libraries in New Hampshire by focusing on the value of emergent/early reading.

Studies indicate that reading to children, even as infants improves their language skills, strengthens their families, and enables them in school to perform better on standardized education tests. Additional findings show that early reading is the key to school success and a precursor to lifelong learning. It is known that the “wiring” of a child’s brain begins at birth and that the first three years are critical for future cognitive and emotional development. All children, no matter what socio-economic level or home they come from are at risk for not reading at grade level because of the many and varied visual distractions in their lives. These include, but are not limited to television, video games, videocassettes and the Internet. The New Hampshire State Library will make emergent literacy a priority throughout the state by helping to raise the status of public libraries and their leading role in literacy. The public library is the center for lifelong learning and new research shows just how early this learning begins. Reading can nurture this development and libraries in New Hampshire have much to offer. This goal reflects a growing trend among educators and librarians that becoming literate begins at birth and continues throughout the years prior to kindergarten. The New Hampshire State Library will strengthen the ability of New Hampshire public libraries to help library users acquire early literacy education in their communities.

While New Hampshire residents may be well educated, the need to educate the population on what is appropriate reading materials for babies and infants remains evident. As Mark Twain said, “The man who does not read good books has no advantage over the man who can’t read them.” This profound quotation sums up the efforts the State Library plans to undertake in providing reading materials to new parents. Additionally, Thomas Jefferson’s words about democracy, “Where the press is free and every man able to read, all is safe,” define New Hampshire’s unique form of citizen government.

Objective 1: Develop a program with the assistance of New Hampshire libraries, medical societies and hospitals to make reading to infants and young children a priority for families

- 1.1 Provide reference service and support to the “Early Learning Lasts a Lifetime” program to ensure all children have the best chance to do well in school
- 1.2 Provide books and materials to every new parent in New Hampshire through a “Books for Babies” program that has as its goal to help children read on grade level from the beginning of their school careers

Objective 2: Develop a statewide training and promotion program for public libraries to encourage family literacy, which will build on existing programs such as the New Hampshire Summer Reading Program

- 2.1 Provide financial assistance and consulting support to libraries in the development of summer reading programs and after-school programs directed at reading and lifelong learning
- 2.2 Establish a State Librarian-sponsored event(s) for family reading programs/promotion
- 2.3 Establish partnerships with state and local literacy agencies
- 2.4 Promote early-childhood programs that encourage pre-school learning

Objective 3: Investigate establishing a New Hampshire Center for the Book as an effective vehicle for promoting reading

- 3.1 Work with the Library of Congress to understand the guidelines and activities involved with an affiliate state Center for the Book
- 3.2 Utilize a Center for the Book to promote reading throughout New Hampshire

Goal #3: Ensure delivery of library services by a highly skilled library work force through training, consulting and education support to librarians

Perhaps more crucial to public access computing needs in New Hampshire than funding is the education and training in technology for librarians. Librarians who have taken advantage of professional development opportunities to master technology and electronic information are the most important resource a library can offer its community.

The constant change in technology makes it increasingly difficult for libraries and librarians to keep pace with new developments. 81% of libraries in New Hampshire serve populations less than 10,000. These small libraries find it difficult to hire staff with the skills to provide high quality service to their patrons. The most efficient way to provide training and education to librarians is through the State Library. The staff and facilities of the State Library provide the needed tools for the library community to draw upon for its training.

New information technologies are transforming the services demanded of libraries and librarians. For many people in New Hampshire, libraries provide their first experience with electronic information and their only means of accessing it. Simply providing access to electronic information is not enough. The State Library must help librarians learn the skills to use public access computers and high speed Internet connections to effectively serve patrons of all ages.

Objective 1: Improve the speed and accuracy of reference services by training librarians in effective online searching skills

- 1.1 Increase the number of hands-on training sessions at the Concord and Lancaster training labs
- 1.2 Develop, coordinate and deliver library education programs to improve access to library education for those who are geographically isolated.
- 1.3 As new technologies are introduced and offered to the library community, coordinate a series of workshops to use of the technology
- 1.4 Develop web and computer based training applications to provide convenient and comprehensive instruction for independent learning
- 1.5 Create a “train the trainer” institute to provide local librarians an opportunity to facilitate training at the local level

Objective 2: Develop distance learning approaches to training and continuing education from remote sites

- 2.1 Participate with the Granite State Distance Learning network to provide professional development opportunities throughout the state
- 2.2 Create an online environment to allow for “just-in-time” training opportunities using instant communication technologies

Objective 3: Create a computer literate community of librarians.

- 3.1 Utilize the mobile training lab to ensure every public librarian has proper instruction to use computers, possesses basic computer skills and can perform online search strategies
- 3.2 Establish a “connected” New Hampshire where all library computers can access the Internet and all librarians can use the Internet

Objective 4: Strengthen the expertise and accountability of the New Hampshire State Library

- 4.1 Build the capacity of State Library employees through professional development in communications, advocacy and articulating information needs.

Stakeholder Involvement and the Implementation Process

It was with considerable optimism and enthusiasm that the State Library embarked on the identification process of statewide initiatives that would form the foundation of its Five-Year Plan. Statewide benefit and impact for all New Hampshire libraries propelled stakeholder involvement and implementation strategies. The New Hampshire State Library Advisory Council (NHSLAC) and the New Hampshire Automated Information System (NHAIS) Board have produced a Five Year Plan that defines future priorities and strives to carry the progress and momentum of success established in the past five years. In many ways this working document builds upon a long and proud tradition of excellence and dedicated service to library communities of all kinds.

The NHSLAC and NHAIS Board reflect the characteristics of New Hampshire libraries and its people. These are the two groups that are in place to gauge stakeholder needs. These groups are the State Library’s “ears to the rails” to assess the needs of New Hampshire library communities. The NHSLAC will ensure that the Five-Year Plan is executed according to intended directions and priorities. Using federal funds, the New Hampshire State Library will develop programs that will assist New Hampshire libraries in enhanced services that would not be possible given current funding at the state and local level.

Timeframe

Since LSTA was put into place in 1997, statewide services provided by the New Hampshire State Library have increased dramatically. The highest priority in this Five-Year Plan is to achieve the greatest impact. The New Hampshire State Library has demonstrated that it can take small amounts of money and maximize the impact via statewide services. It is this successful past model of spending federal funds for widespread use of proven services coupled with supporting local innovation that guides the timing of objective implementation in this plan.

In this era of rapidly changing technology and exploitation of the many opportunities which lie before us, care will be taken to appropriate federal funds that will ensure New Hampshire’s libraries maintain a momentum of technological and service oriented success in the 21st century. This program of LSTA in New Hampshire encompasses five years, while not targeting any specific year(s) for goals and objectives to be reached in order to establish a

consistent level of goal fulfillment. It is highly possible that some programs may even extend beyond the timeframe of the plan as LSTA goals nurture and develop the best innovations until they become an accepted part of library practice in New Hampshire.

Communication and Evaluation

Evaluation planning for the Five-Year Plan developed concurrently with the design of the plan. The State Library cares about New Hampshire's libraries and librarians and is committed to providing the best services possible within financial constraints. By simply documenting, rather than assessing, New Hampshire's present socioeconomic and demographic characteristics, the State Library better understands the context and needs in which programs are implemented and evaluation conducted. Needs have been identified through the findings of Focus Group Surveys and the evaluation of New Hampshire's 1997-2002 Five-Year Plan. This documentation laid the groundwork for realistic goals and the resultant objectives in this plan.

Measuring progress and impact in terms of goals and objectives will be determined by convincing evidence that a program is a success. While a program is in progress, intermediate indicators such as qualitative and quantitative data will help shape the final evidence for program outcomes. Tally sheets, user surveys, numbers and percentages will provide quantitative data, while qualitative data will be gathered through participant information, observations, interviews, personal stories, interest levels, and survey reviews. As a general rule, the New Hampshire State Library is using these qualitative and quantitative measures because they are the most feasible in terms of staffing and resources.

In particular, to determine the outcome of New Hampshire's emergent/early literacy efforts, standardized state tests scores for third graders will be examined. Statistics and percentages for library connectivity and participation in available statewide services will be compared with baseline information gathered at the beginning of the program. Evaluating or judging the quality or value of a program while it is in progress and upon its completion will quantify the amount of change experienced by program participants. Subgrantee final reports provide regular feedback and will be an essential component in the evaluation process.

Upon approval of the 2002-2007 Five-Year Plan by the Institute of Museum and Library Services, the New Hampshire State Library Advisory Council (NHSLAC) will receive final copies and track progress and expenditures of federal funds each year. This plan will be made available to all libraries and New Hampshire citizens by means of the New Hampshire State Library LSTA web site <<http://webster.state.nh.us/nhsl/grants2000.html>>.

New Hampshire State Library

20 Park Street
Concord, NH 03301

Jeanne Shaheen, Governor
State of New Hampshire

Commissioner, Department of Cultural Resources
Van McLeod

State Librarian
Michael York

Administrator of Library Operations/LSTA Coordinator
Janet Eklund

New Hampshire State Library Advisory Council

Todd Trevorrow, Plymouth
Plymouth State College
appointed by the State Librarian

Shirley Adamovich, Durham
appointed by the Governor

Shirley Barron, Bedford Public Library
*appointed by the New Hampshire
Library Association*

Cathy Higgins
NH Department of Education, Concord
*appointed by the New Hampshire
Department of Education*

Selena Cate, Landaff
*appointed by the New Hampshire
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Lillian Edelmann, Nottingham
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Library Trustees Association*

Jeff Kent
Dewey School, Concord
appointed by the New Hampshire Educational Media Association

201-A:3 State Library Advisory Council; Membership.
The state library advisory council shall consist of 19 members. The governor and council shall appoint three public members, no more than two of whom shall be of the same political party. One member shall be appointed by the state board of education. The state librarian shall appoint six members. Nine members shall be appointed as follows:

- I. Five appointed by the New Hampshire Library Association who shall broadly represent public academic and special libraries.
- II. Two appointed by the New Hampshire Educational Media Association to represent school libraries.
- III. One appointed by the New Hampshire Library Trustees Association.
- IV. One appointed by the Association of New Hampshire Library Friends.

Source: *New Hampshire Revised Statutes Annotated.*

Mary Ann Knowles, Hudson
appointed by the Governor

Mary Ann List, Amherst Town Library
appointed by the New Hampshire Library Association

Tricia Quinn
Rye Public Library
appointed by the New Hampshire Library Association

Catherine Hillier
Pease Public Library, Plymouth
appointed by the New Hampshire Library Association

Dr. Claudia Morner
University of New Hampshire, Durham
appointed by the State Librarian

Sherm Pridham
Portsmouth Public Library
appointed by the State Librarian

Pam Tinker, Merrimack
appointed by the New Hampshire Educational Media Association

Nancy Vincent, Keene
Keene Public Library
appointed by the State Librarian

Vern Dingman, Haverhill
appointed by the Association of New Hampshire Library Friends

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Saint Anselm College, Manchester
appointed by the State Librarian

Patricia Skinner, Windham
New Hampshire State Representative
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Tilton School Library
Tilton, New Hampshire

Susan Palmatier, Supervisor
Library Development Services Section
New Hampshire State Library

John McCormick, Supervisor
Reference and Information Services
New Hampshire State Library

Donna Gilbreth, Supervisor
Library Services to Persons with Disabilities Section
New Hampshire State Library

Alice Nye, Supervisor
Special Services to Libraries Section
New Hampshire State Library

Theresa Pare, Information Technology Manager
Electronic and Government Information Resources Section
New Hampshire State Library

Charles LeBlanc, Supervisor
Network Services Section
New Hampshire State Library

Library Development Services Staff
New Hampshire State Library
Katie McDonough
Ann Hoey
Thomas Ladd